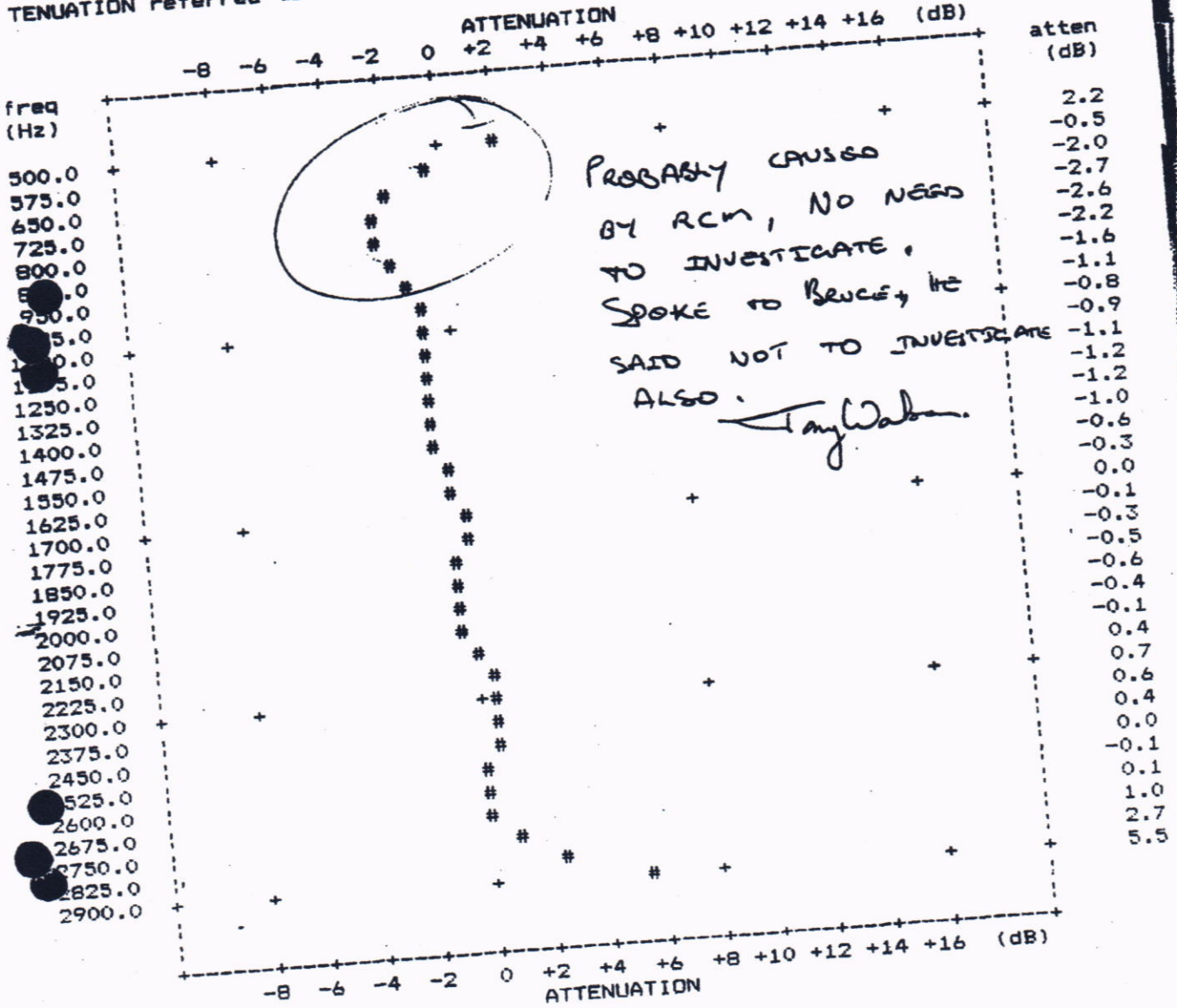


Inted: 30 Jan 1994 15:01:29

K01358

TENUATION referred to 1700.0 Hz



CONFIDENTIAL

6th Floor, 131 Barry Parade
Fortitude Valley Qld 4006
Australia

Telephone (07) 838 6201
Facsimile (07) 832 5657

23 July 1993

Mr Michael Elsegood
Manager
International Standards Section
AUSTEL
PO Box 7443
MELBOURNE VIC 3004

Dear Michael

ACCOUNTS OF MR A. SMITH

I refer to your letter dated 18 June 1993 requesting information relating to the accuracy of the Telecom accounts issued to Mr A. Smith (Ref. TSS/5001/05).

Q The Telecom system charges timed Telephone calls (STD and IDD) to the second, commencing when that the called party answers. On STD calls where piptones are provided, charging again is to the second, commencing 2 seconds after answer to allow for the piptones. Call duration is charged to the second.

Q Seconds, however, are not shown in the call charge start times of itemised records printed on the bill. This means that effective calls for which charging commences within the same minute are shown on the bill as having the same start time within that minute - for example, from Mr Smith's bill of 19 June 1993, for telephone number 055 267 230:

Called No.	Date	Actual Start Time	Start Time Shown on Bill	Duration
1. 050 222 622	07 June	10:00:09am	10:00am	0:07

1st First call completed @ 10:00:16am

2. 052 222 622	07 June	10:00:34am	10:00am	1:26
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Thus the time between completion of the first call and the start time of the second call is 18 seconds.

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